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# Ingram Micro's New Professional Services Platform Helps Channel Partners Grow Their Businesses and Expand Their Technical Expertise

## New "IM Link" Professional Services Network Now Available to All Ingram Micro Channel Partners in U.S. and Canada

PHOENIX, AZ -- (Marketwired) -- 04/08/13 -- The North America Services Division of Ingram Micro Inc. (NYSE: IM) today announced IM Link (www.ingrammicrolink.com), a new and unique online professional services network that makes it easier for channel partners to collaborate and insource technology lifecycle services from a select community of highly-qualified IT service providers. IM Link replaces the Ingram Micro Services Network (IMSN) and IM Onsite platform, and is open to all Ingram Micro channel partners in the U.S. and Canada.

Available now, IM Link operates under a simple, non-competitive service delivery framework that is comprised of four distinct categories. These include planning, implementation, management and support. Within these categories are a wide and growing variety of professional services such as software application and development, integration and data migration services, assessment services and remote service delivery, in addition to the traditional break/fix and installation services historically provided by IMSN.

There are no membership dues, transaction fees or monthly services charges to use IM Link. The IT service providers contracted for IM Link engagements have been carefully selected by Ingram Micro. Each service provider has signed a non-compete and confidentiality agreement and will deliver services and support under the brand name of the IM Link customer requesting the service.

Ingram Micro channel partners are encouraged to create a free account and use the online service delivery platform as a cost-effective, easy and efficient means of insourcing the industry expertise, business services and technical talent needed to close new business. IM Link can also be used by Ingram Micro channel partners to fulfill specific projects, deploy regional or national rolls outs and facilitate ongoing service agreements without risk, brand confusion or price discrepancy.

"IM Link is IMSN on steroids -- it's not only bigger, it's simply better and offers the professional services and advanced services expertise channel partners need to grow their businesses without adding unnecessary costs and risks," says Jason Bystrak, director of sales, Ingram Micro Services Division, North America.

In building IM Link, Ingram Micro took all the best practices learned from its 15 years of

running IMSN and developed a highly automated, online platform that allows channel partners to quickly perform extensive searches, manage project workflows and conduct all financial transactions for business engagements online in a safe and secure environment. Live demonstrations of IM Link will take place during the Ingram Micro Cloud Summit April 8-10th in Phoenix, Ariz.

"Ingram Micro is all about simplifying success for our channel partners and IM Link is a high-value service that makes it easy and safe for our partners to grow their businesses through partnership and say 'yes' to business deals and service opportunities they may otherwise have walked away from," says Renee Bergeron, vice president of managed services and cloud computing, Ingram Micro North America.

Additional details about IM Link and Ingram Micro's growing portfolio of professional services can be found at www.ingrammicro.com/professionalservices.

For more information on Ingram Micro visit www.ingrammicro.com.

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